

RCA REPORT FOR JULY 7, 2026

EVENT DESCRIPTION

Issue Reported: At approximately 5:35 PM CT on July 7, 2026, uStudio Support was alerted to playback not working on the desktop application. Mobile application playback was reported as unaffected.

FINDINGS AND ROOT CAUSE ANALYSIS

uStudio engineering validated that the platform was working correctly, and the issue was limited to playback in a specific version of Chromium-based browsers. Those tests confirmed that backend responses and expected service behavior were operating correctly.

The failure pattern was browser-specific: the issue reproduced in Chrome but was not attributable to uStudio backend availability, API behavior, or customer configuration.

REMEDIATION EFFORTS

At approximately 4:10 PM CT on July 8, 2026, uStudio deployed a backend mitigation to work around the browser-level Chromium regression.

If any user continues to encounter the playback error, please clear the browser cache and retry the affected workflow. If the issue persists, please contact support@ustudio.com.